



Sonoma County On-Line Purchasing (SCOP)

INSTRUCTIONS FOR FORGOTTEN LOGIN ID AND/OR PASSWORD

FORGOTTEN LOGIN ID

If you are a “Seller”, your “Seller Administrator” can retrieve your Login ID for you (and can even reset your password). Also, one “Seller Administrator” can assist another “Seller Administrator”. See below to understand these “titles”.

If you are the only “Seller Administrator” in your organization and have forgotten your Login ID, please email the SCOP Vendor Administrator at SCVENDOR@sonoma-county.org. We will send your Login ID to the email address that you established in your SCOP account.

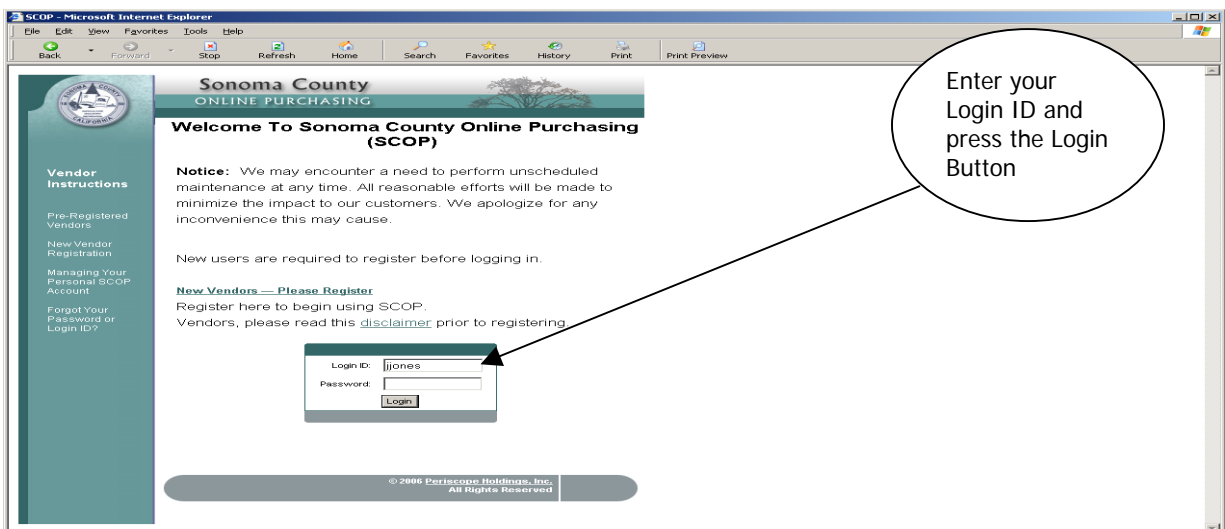
What is the difference between a Seller Administrator and a Seller? These are the two levels of access to your company’s account. A person may have both roles.

The “**Seller Administrator**” maintains your organization’s information by making any required address changes, commodity changes, and/or employee access changes. You must designate at least one “administrator” to manage your account. You may wish to limit this role to select users.

The “**Seller**” is anyone who will be responding to bid requests.

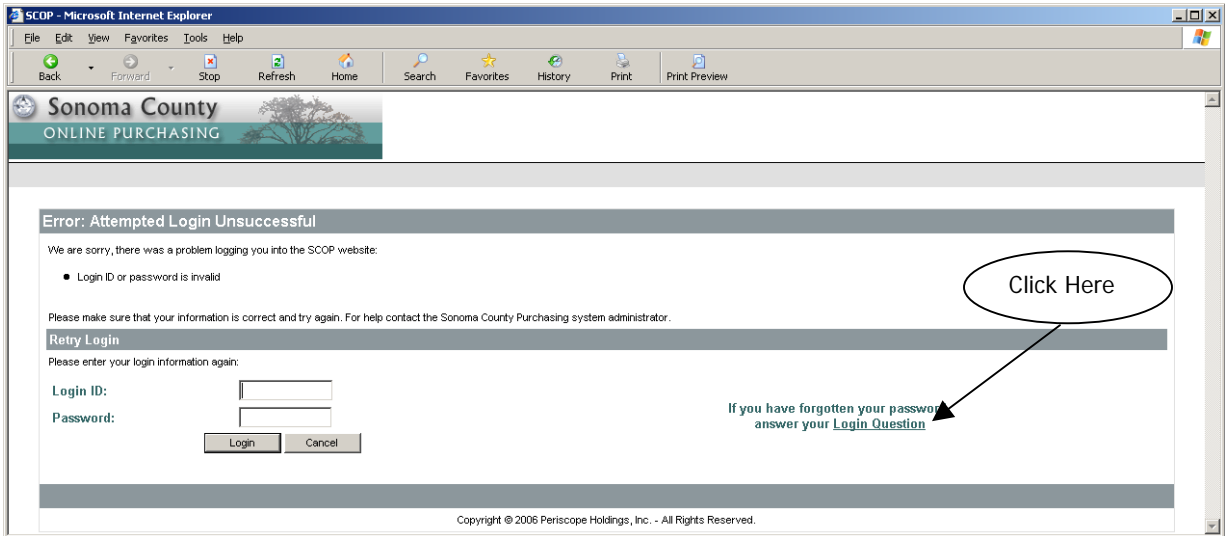
FORGOTTEN PASSWORD

If you know your Login ID but have forgotten your password, enter you Login ID on our sign-in page and press the “Login” Button.



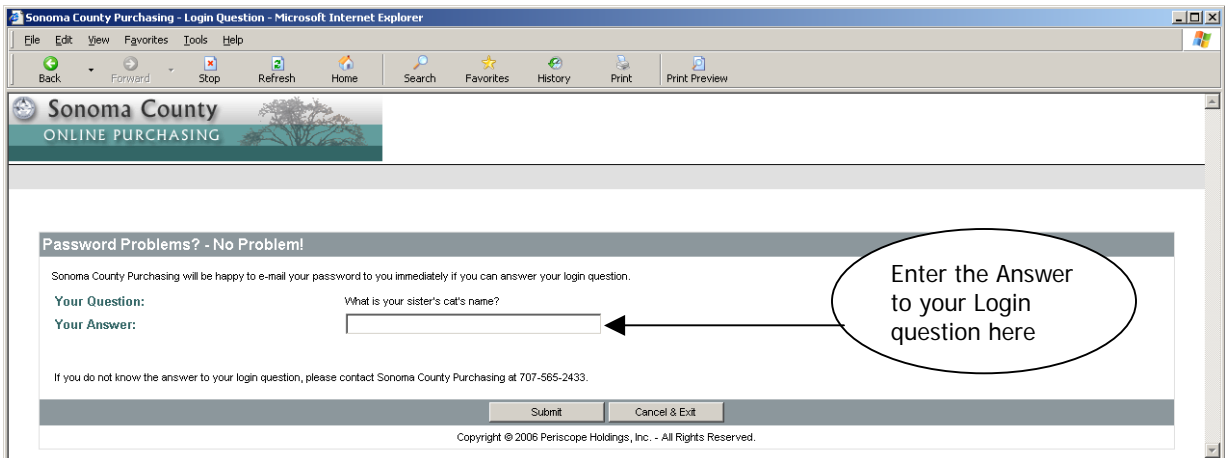
Screenshot 1

You are now at the **Error: Attempted Login Unsuccessful** screen. It is also the **Retry Login** Screen. If you do not know your password, do not attempt to login again. Simply click on “Login Question” to proceed.



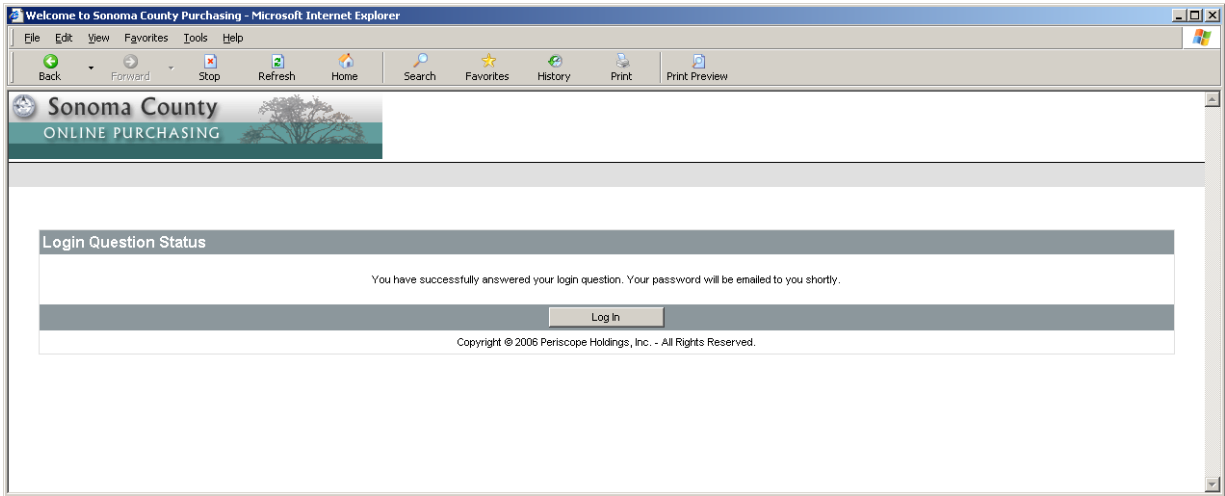
Screenshot 2

SCOP will ask you the question that you created when you updated your personal information. Answer the question and press **SUBMIT**.



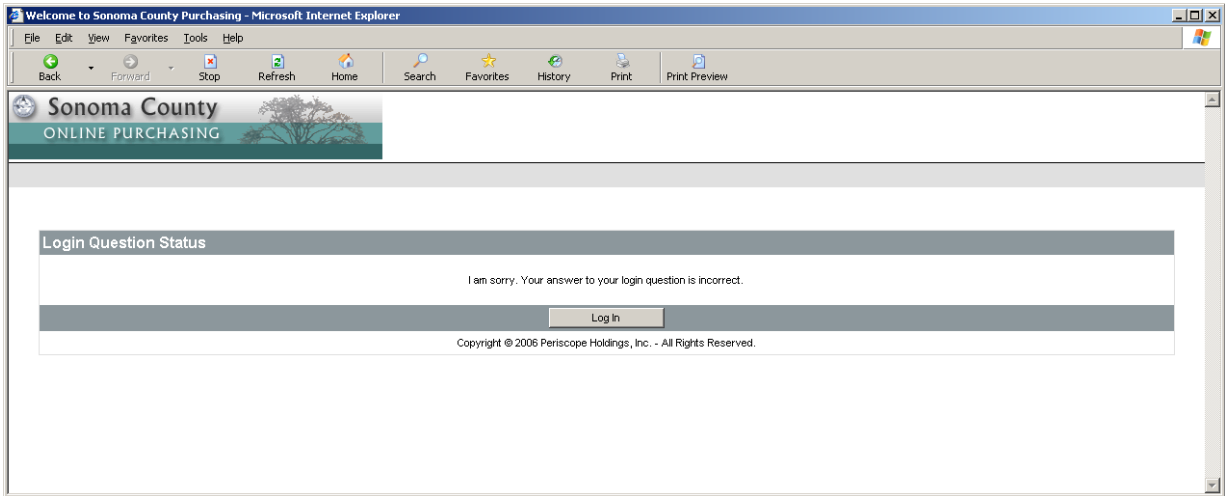
Screenshot 3

If you have answered your Login Question successfully, you will see the following screen. Your password will be promptly emailed to the address that you established in your SCOP account.



Screenshot 4

If you answered incorrectly you will see the following screen:



Screenshot 5

Go to the next page if your login answer was incorrect or you don't know the answer.

If you don't know the answer to your Login Question or you answered incorrectly:

If you are a “Seller”, your “Seller Administrator” can reset your password. Also, one “Seller Administrator” can assist another “Seller Administrator”. Note: Your “Seller Administrator” is the person(s) in your company who manages the company’s information in SCOP.

If you are the only “Seller Administrator” in your organization and need your password reset, please email the SCOP Vendor Administrator at SCVENDOR@sonoma-county.org. We will reset your password and send that new password to the email address that you established in your SCOP account.

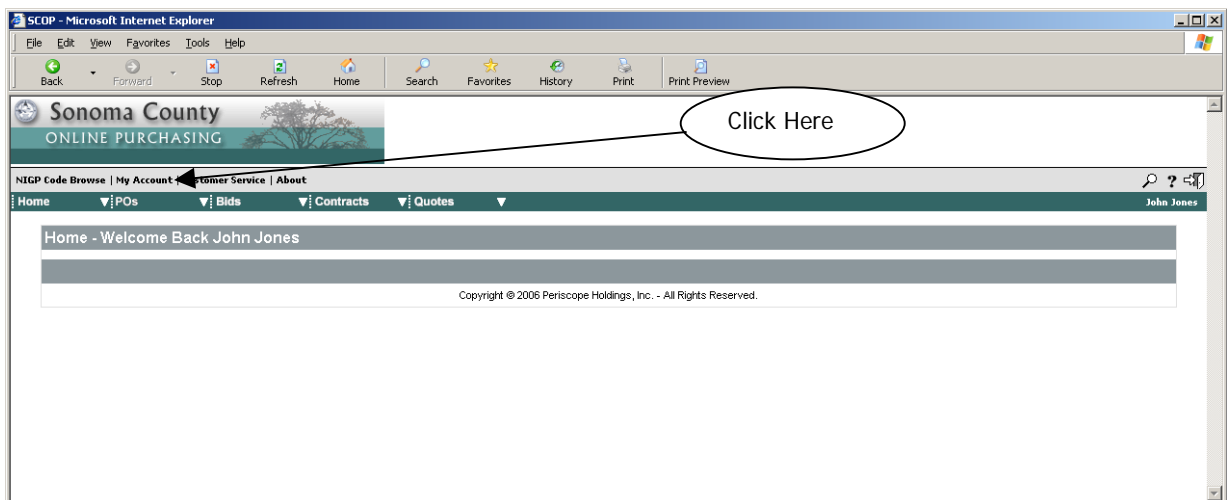
Note about reset passwords. When another person resets your password, you may be required to change it the first time you Login. To protect your organization, please use a password that is not easy for others to figure out. Passwords must be 5 to 8 characters long.

Just in case you do not know how to add your login question and answer . . .

INSTRUCTIONS FOR SETTING UP YOUR LOGIN QUESTION & LOGIN ANSWER

Sign In.

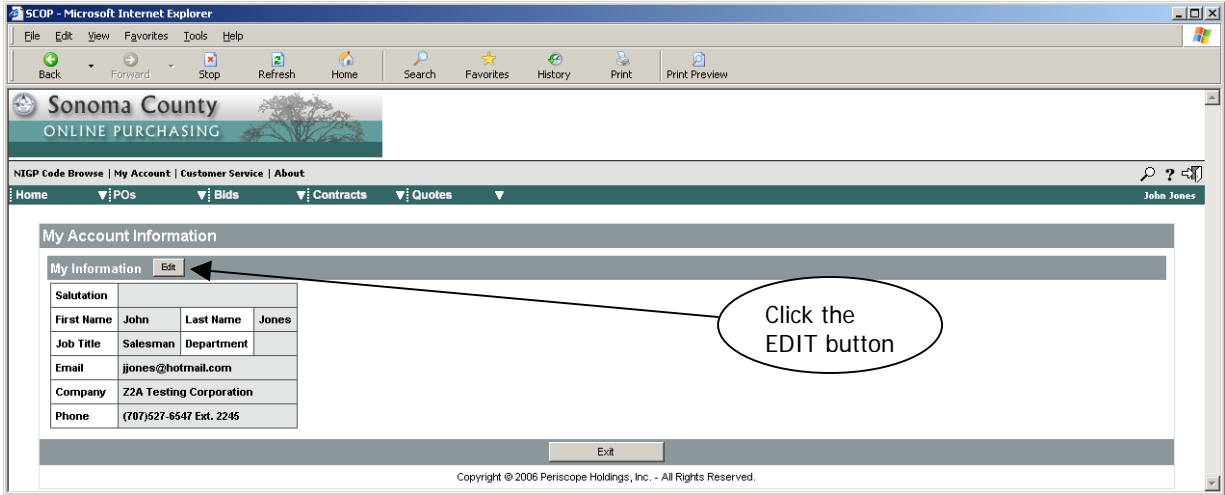
You are now at your Home Page. Click on “My Account”.



Screenshot 6

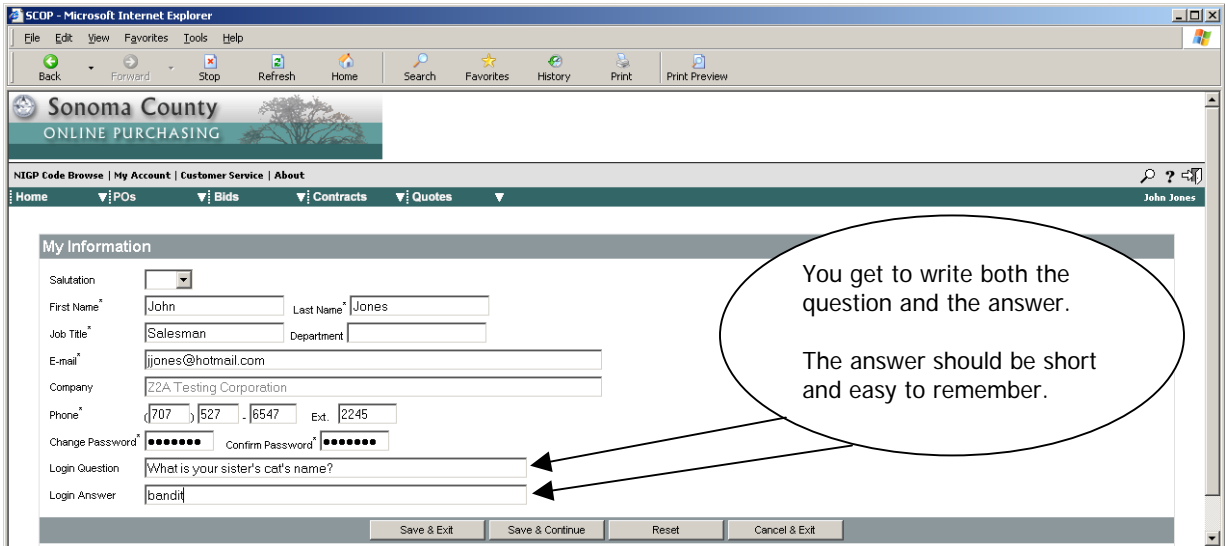
You will see most of your account information (Screen Shot 7, next page).

To add your Login Question and Login Answer, or to make changes to your data or your password, Click the “EDIT” button.



Screenshot 7

Add your Login Question and your Login Answer. Also, you can change all other items on this screen except for the Company Name.



Screenshot 8

When you are finished, click “Save & Exit”; you will return to the “My Account Information” Screen.

Exit the “My Account Information” Screen. You are now back at your Home Page.